End User Control Panel
(EUCP)

User Manual

Version: 1.4

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Introduction

This document is a user manual for your email and Internet services. It provides instructions for managing your email account(s) with the End User Control Panel, including personal information and password changes, spam and virus settings, Webmail (email access from the World Wide Web), Greymail (spam and virus repository), Content Filtering and Parental Controls. It also covers features like Roaming Access, Personal and Corporate Web Space, Videomail, Security Suite and other services. Saddleback Communications reserves the right to make these controls available to you or manage these controls on your behalf. Therefore, you may or may not have access to the controls mentioned in this manual. Screen shots used in this manual are for examples only. Your actual screens may vary depending upon the controls and services made available to you by Saddleback Communications. Contact Saddleback Communications Customer Service if you have questions regarding controls and services that are available to you.

Setting Up your Internet Service

Saddleback Communications has several options for establishing your email and Internet service, ranging from performing all of the necessary steps to providing you with a Sign-Up CD or other software that guides you through the installation and account setup procedures. Contact Saddleback Communications Customer Service if you have questions related to the initial setup of your account. This manual is intended to cover managing your account and services after your account(s) are established.

Basic Requirements

Userid's and Passwords

Userid's should be entered in all lower case letters, since many email systems can only accept email addresses in lower case and your userid is an email address in this system. However, passwords are case sensitive, meaning upper or lower case letters used to establish your password will be checked for matching case each time you log in. This provides an increased level of security with less likelihood of your account(s) being accessed by password generation technology employed by hackers and identity thieves. Users must log in with their full userid **(bobsmith@domain.com for example)** and password when initiating email sessions in order to be able to send email as detailed below. Please guard your userid and password information carefully. See the Additional Resources section for password attributes, length, legal characters, etc.

SMTP Authentication

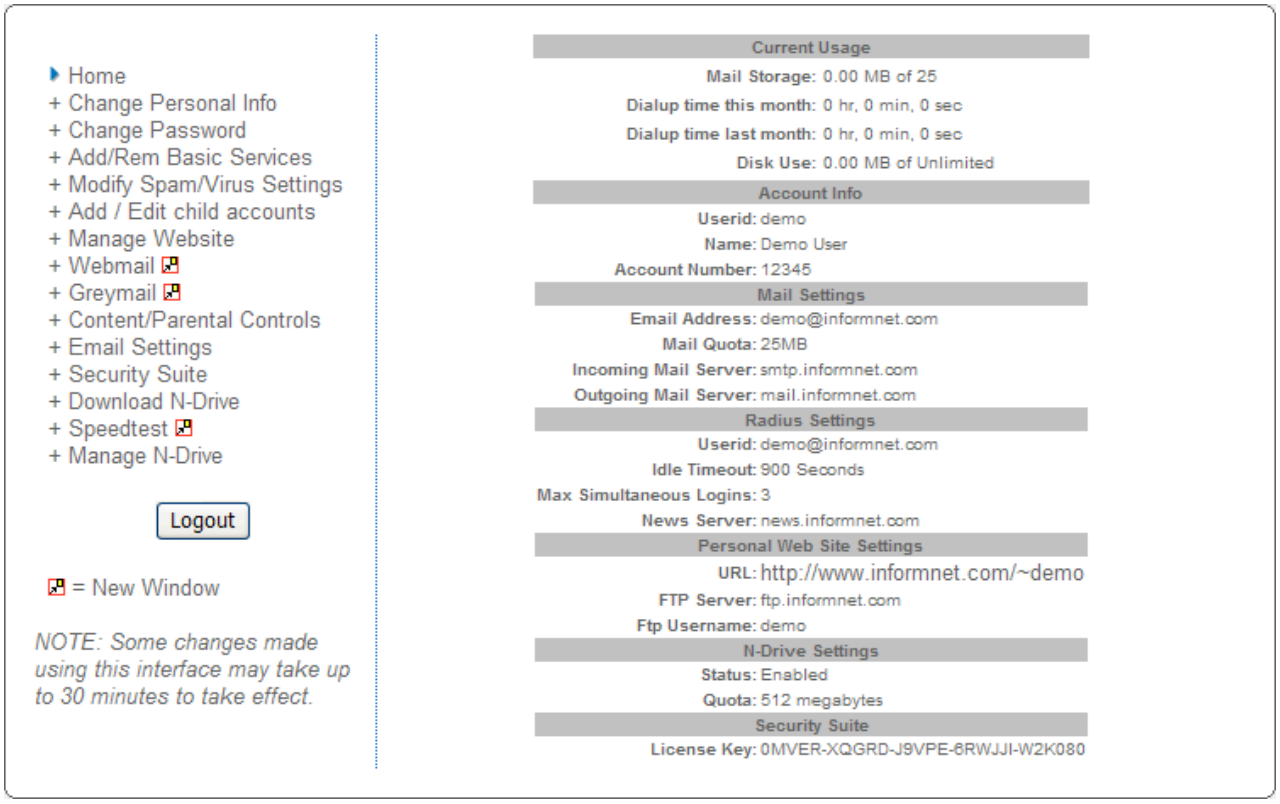
In order to reduce virus and spam proliferation, the outgoing email servers used to support your email account(s) require SMTP Authentication. This will require that minor configuration changes in your email program be updated to support and enable SMTP Authentication, and that you log in with your full userid and password when initiating an email session. Otherwise, you will not be authorized to send email and will receive error notifications upon attempting to send email. This is an important step in preventing unauthorized individuals from distributing attacks and junk email, and in uniquely identifying those users who launch such attacks. This support only has to be enabled once for each account. For information on how to update most email applications to

implement SMTP authentication go to http://www.saddlebackaz.net/smtp and follow the instructions.

End User Control Panel

The End User Control Panel (EUCP) is a quick and easy way for you to manage your Internet account and account settings via the web.

To access the EUCP, you must browse to http://myaccount.saddlebackaz.net, Once there, you must enter your full userid and password to log in. You will then see the home page below which shows your current usage for the month (metered Dialup), your account information, as well as your mail, radius, and personal website settings. This is a good location to check your email and personal web storage info. This screen is known as: Home in the drop down menu on the left.

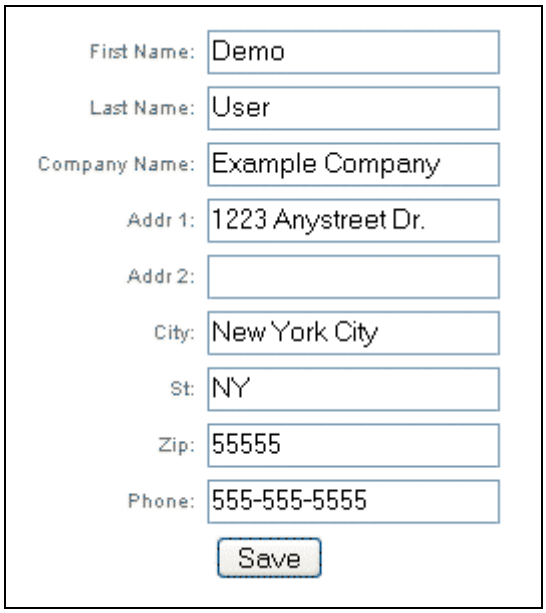


Please take a look at the menu on the left side of the main page above. This menu gives you the ability to make changes to the services you receive, as well as to add or cancel individual services. You can make changes to the services listed in the menu above and below you will find instructions on each one. As noted, some changes made using this interface may take up to 30 minutes to take effect.

As mentioned earlier, you may not have the ability to change all of these services shown. The parameters shown in the account info on the right are for example only and may not reflect the settings of your actual account. Some screens in this manual may not appear like actual screens.

EUCP - Change Personal Info

By clicking on this link, the screen below allows you to update your personal information. Customer Service will be notified of the changes you are making within 24 hours. Remember to click on **Save** after you have entered in your new information!



EUCP - Change Password

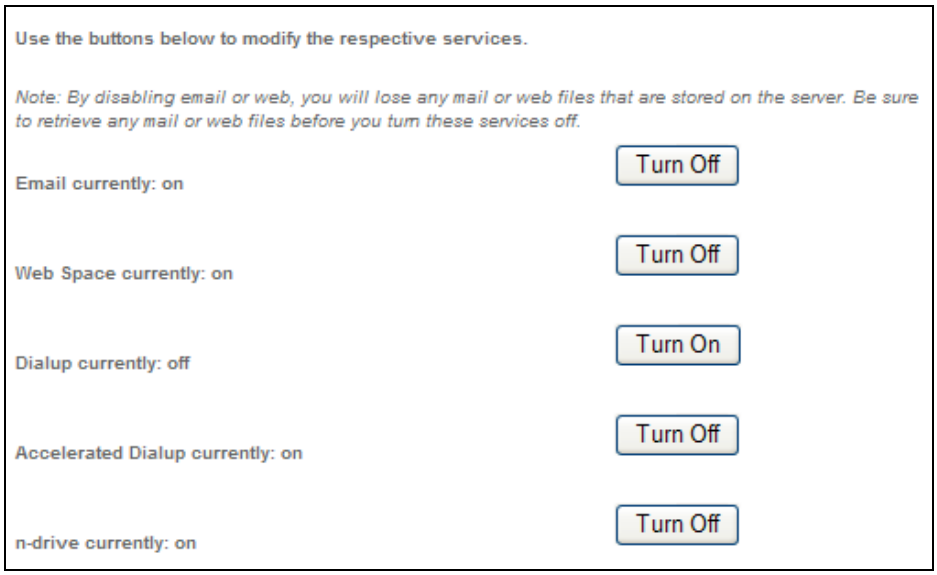
The screen shown below allows you to change your password. Remember that passwords are case sensitive. You must input your existing password and then a new password; you will then need to verify your new password. This will ensure that you do not mistype the new password. Remember to click on **Save** after you have entered in your new information! It is important to remember that it could take up to 30 minutes after you click **Save** for this change to take effect, and it will affect all services that require you to login with userid and password. If you have a DSL account, it may be necessary to match this password in your DSL modem or router. Contact DSL Technical Support for more information.

Forgot your password? Contact DSL Technical Support.

See the Additional Resources section for password attributes, length, legal characters, etc.

EUCP - Add or Remove Basic Services

This screen allows you to enable or disable your basic services. This can be useful if you add a child account and need to go in and add or remove services to it. You can turn Email, Web Space, Dialup, Accelerated Dialup and N-Drive either on or off by clicking the buttons that are labeled **Turn On**, or **Turn Off**. As the screen below mentions, by disabling Email or Web Space, you will lose any mail or web files that are stored on the server. Be sure to retrieve any mail or web files before you turn these services off.


Use the buttons below to modify the respective services.
Note: By disabling email or web, you will lose any mail or web files that are stored on the server. Be sure to retrieve any mail or web files before you turn these services off.
Email currently: on
Turn Off
Web Space currently: on
Turn Off
Dialup currently: off
Turn On
Accelerated Dialup currently: on
Turn Off
n-drive currently: on
Turn Off

EUCP - Modify Spam and Virus Settings

With anti-spam and anti-virus services your time spent using the Internet is now much more enjoyable! Your emails that are classified as spam and those containing viruses are quarantined in one location for you which is called "Greymail", so your inbox isn't cluttered with spam and your computer and valuable data aren't at risk of being corrupted by dangerous viruses. If you have a Tattlemail password in place, this link will not appear on your EUCP. With a Tattlemail password in place, only the Greymail OPTIONS link can be used to access these changes. See the section on Content Filtering and Parental Controls for a description of the Tattlemail feature.

If your anti-spam and anti-virus services are not automatically set up for you, you may set them up by visiting the End User Control Panel, and logging in to enable your service and manage your settings. There is also a link to Greymail from the End User Control Panel for your convenience, and the **OPTIONS** tab in Greymail can also be used to adjust your spam and virus filtering options.

Once you have logged in to the EUCP with your userid and password, click on **Modify Spam/Virus Settings** on the left-hand menu. You will then see the following items which you are allowed to modify. A brief explanation of each item is provided below:

Email messages categorized as spam are left in your Greymail for 14 days as the default setting. You are allowed to change this period of time. You can leave a message in Greymail for any amount of time between 1 and 14 days. It is recommended to not set this time period too low so that you will have enough time to retrieve any email from Greymail that you would actually like to receive. Log in to Greymail, check the box beside the message(s) you would like to receive and click forward. Selected messages are then forwarded to your inbox. Set the amount of days you want messages to remain in your Greymail and then select **Change**. You cannot forward emails that contain viruses to your inbox.

You have the ability to turn your Spam Filtering service off by selecting the **Off** tab. If you choose to employ Content Filtering, then you can select the **Content-Based** tab for Content-Based filtering and then clicking **Change**. Spam Filtering options will be detailed later in this document.

A Greymail Notification consists of an emailed report containing all of the emails you received which were either classified as spam or classified as containing a virus and were sent to your Greymail. You can decide to receive this report on a daily or weekly basis or not to receive it at all by clicking on one of the options below and then clicking on **Change**.

The Virus Filtering Section simply allows you to turn on or off your Virus Filtering service. This action may be recommended when you use additional software to provide virus protection. (Saddleback Communications may elect to have this function on at all times regardless of the user settings to prevent proliferation of viruses.)

The Virus Notification is an email which is sent to you and the email sender each time an email is flagged as containing a virus. You have the ability to turn this service on or off as shown below.

By selecting **Content-Based Spam Filtering** option, you then have the ability to enter Advanced Spam Settings, create a Blacklist, a Whitelist, and direct mail from blacklisted senders to Discard or Graymail. (See details below). Otherwise, these options do not appear on the EUCP.

Advanced Spam Settings is the section you would use to edit your spam sensitivity settings and specify types of spam to quarantine to Greymail. By selecting **Edit** here you will then be able to modify your settings. The Advanced Spam Settings will be detailed later in this document.

The Blacklist is a mechanism for blocking emails from specific email addresses. If you do not want to receive emails from certain senders you may add their addresses in this section.

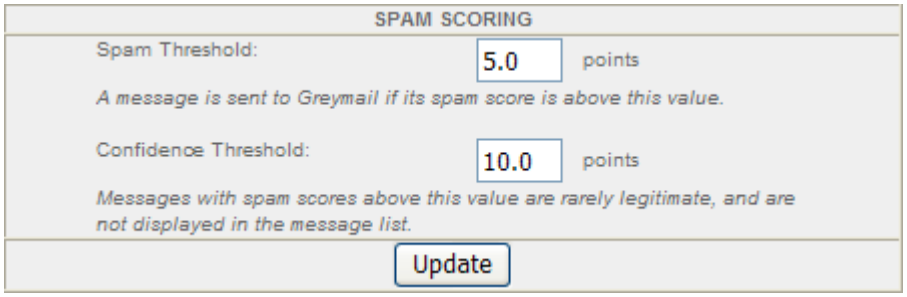
The Whitelist allows you to make sure that you always receive emails from specific senders. To ensure that a certain someone's emails are not sent to Greymail, add them to this list.

Both the Blacklist and Whitelist functions will accept "wildcards" using an asterisk "*" as the wildcard. Using wildcards in front of a portion of an email address means every address that matches the rest of the address will be affected. For instance, if you were to put the following address in your Blacklist file: "*@bobdomain.net", then all mail from anyone in the "bobdomain.net" domain would be sent to Greymail. Similarly, if you were to put the following address in your Whitelist file: "*@joedomain.net", then all mail from anyone in the "joedomain.net" domain would be sent to your inbox, provided no viruses were detected.

Finally, you also have the option of having email sent from a Blacklisted sender either discarded immediately, in which case you will never know it was sent to you, or you can choose to have it sent to your Greymail. The default setting is Greymail, and is recommended.

EUCP - Advanced Spam Settings and Filtering Options

By selecting **Edit** on the Advanced Spam Settings section under Modify Spam/Virus settings, you will then be able to modify your settings. Advanced Spam Settings and Filtering adjustments allow you to customize your spam filters based upon the content within specific emails.


SPAM SCORING
Spam Threshold:
5.0
points
A message is sent to Greymail if its spam score is above this value.
Confidence Threshold:
10.0
points
Messages with spam scores above this value are rarely legitimate, and are not displayed in the message list.
Update

Spam Scoring

Every email you receive passes through the Spam filtering system, which analyzes the message, looking for certain traits normally found in Spam. There are hundreds and hundreds of traits the filtering system scans for; all capital letters in the body of the message, an Unsubscribe link, no name in the From: line are just a few. If only one of these traits is found in a message it will be assigned a low Spam score but if a message has many of these traits it will be assigned a higher score. This is how it is decided whether a message should be sent to your Inbox or to Greymail. The Spam Threshold point scale that you can adjust sets the bar for the delivery to your Inbox or Greymail (Spam repository). We recommend most users leave this at 5.0.

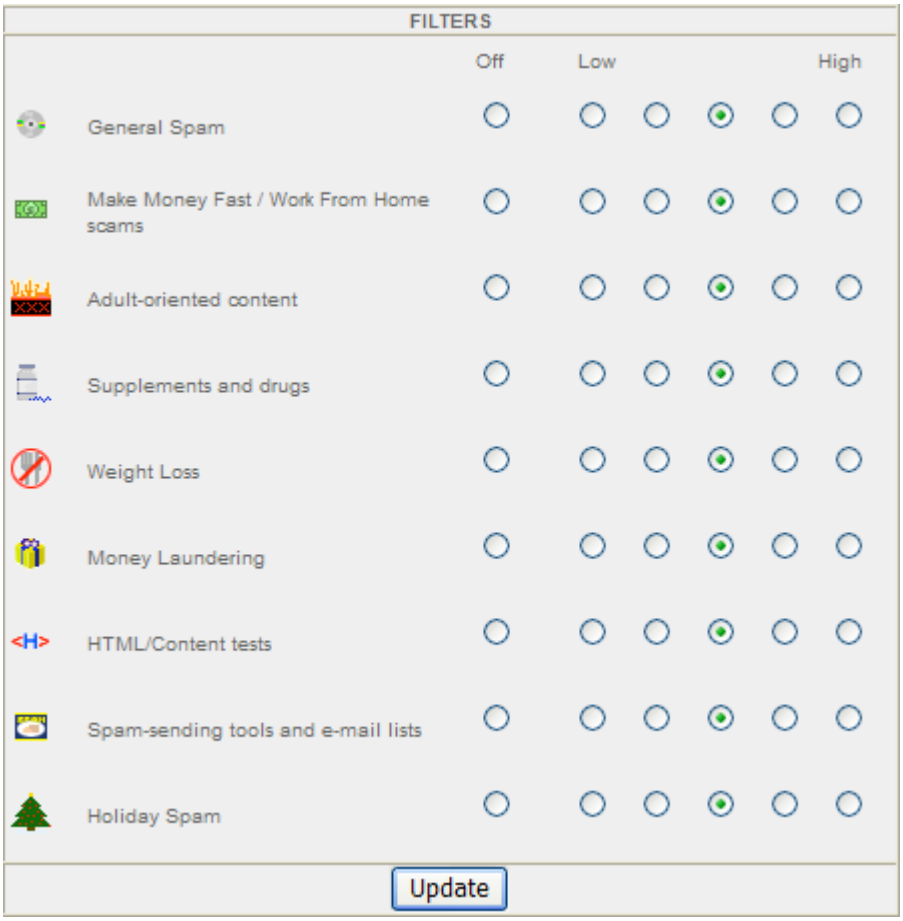
When in Greymail, click the View Message Header icon. The line that reads X-X5: Spam: True; 6.4 / 5.0 means that this message scored a 6.4 because of the Spam traits that were found and your Spam Threshold is set to 5.0, so this message was sent to Greymail rather than your Inbox. If you find that legitimate email is being quarantined in Greymail check this X-X5: Spam: True line and tweak your Spam Threshold setting until the messages clear filtering.

Spam Confidence

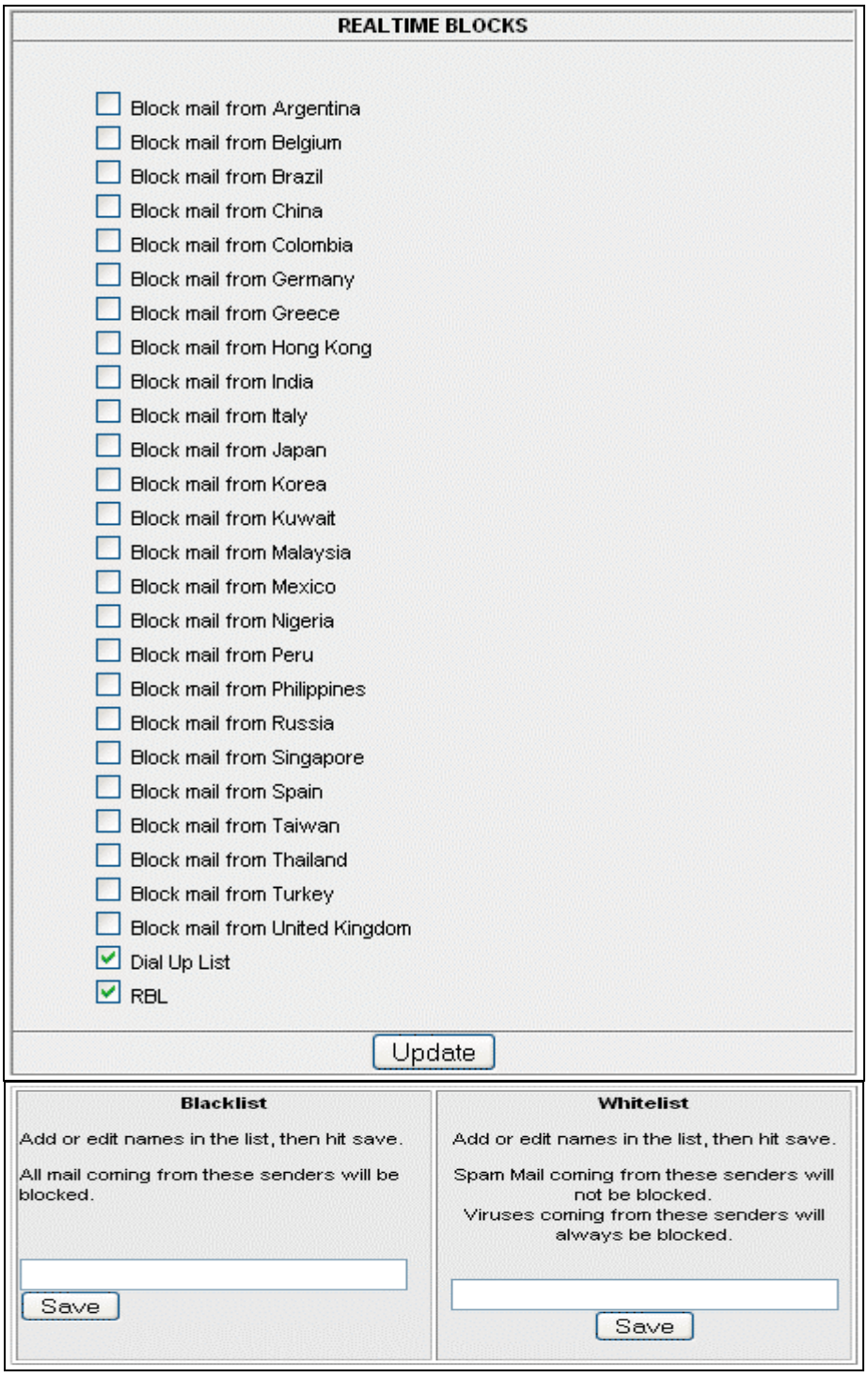
The Confidence Threshold lets you decide at what score a message should not appear in the "Normal" confidence tab of the message list. Any message that scores above what you have set in the Confidence Threshold should rarely need review, and will be listed under the "High" confidence tab. All messages, regardless of score, will be shown together under the "Both" confidence tab.

Setting Specific Spam Filters

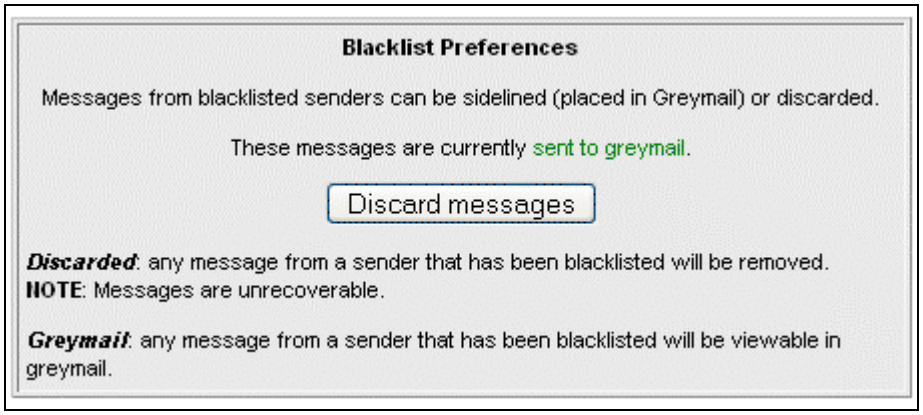
You have the ability to set the individual Spam filters to optimize receiving wanted messages and capturing Spam. Individual filters that recognize specific types of Spam can be set from Low to High or can be turned off by selecting the associated radius buttons. Experiment with the filters until you are satisfied with your exact filtering specifications. Remember to select **Update** to save your settings.

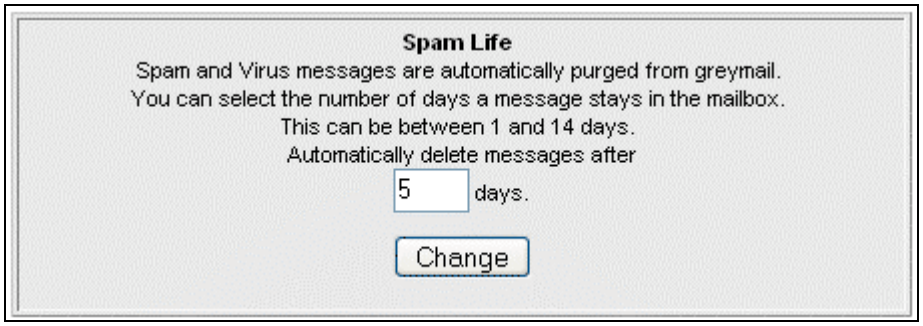


Real Time Blocks are a method of blocking emails from specific countries that originate spam. Once you make changes, you must click **Update** so that your new selections go into effect. It is recommended to leave **RBL** and **Dialup List** checked, as these are lists of addresses known to generate spam. You can also **Edit** and **Save** your Blacklist and Whitelist settings as shown below.

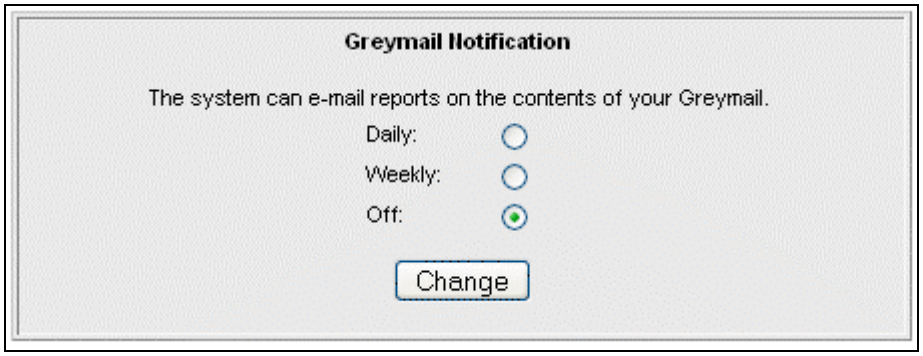

REALTIME BLOCKS
Block mail from Argentina
Block mail from Belgium
Block mail from Brazil
Block mail from China
Block mail from Colombia
Block mail from Germany
Block mail from Greece
Block mail from Hong Kong
Block mail from India
Block mail from Italy
Block mail from Japan
Block mail from Korea
Block mail from Kuwait
Block mail from Malaysia
Block mail from Mexico
Block mail from Nigeria
Block mail from Peru
Block mail from Philippines
Block mail from Russia
Block mail from Singapore
Block mail from Spain
Block mail from Taiwan
Block mail from Thailand
Block mail from Turkey
Block mail from United Kingdom
Dial Up List
RBL
Update
Blacklist
Add or edit names in the list, then hit save.
All mail coming from these senders will be blocked.
Save
Whitelist
Add or edit names in the list, then hit save.
Spam Mail coming from these senders will not be blocked.
Viruses coming from these senders will always be blocked.
Save

The screens below are used to select your Blacklist actions, Spam Life, Virus Notification, and Greymail Notification settings as described earlier in this document.


Blacklist Preferences
Messages from blacklisted senders can be sidelined (placed in Greymail) or discarded.
These messages are currently sent to greymail.
Discard messages
Discarded: any message from a sender that has been blacklisted will be removed.
NOTE: Messages are unrecoverable.
Greymail: any message from a sender that has been blacklisted will be viewable in greymail.


Spam Life
Spam and Virus messages are automatically purged from greymail.
You can select the number of days a message stays in the mailbox.
This can be between 1 and 14 days.
Automatically delete messages after
5
days.
Change

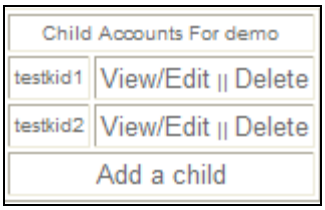
Virus Notification
Greymail can automatically send you an email when you receive a message containing a virus.
This feature is presently Off.
Turn notification on



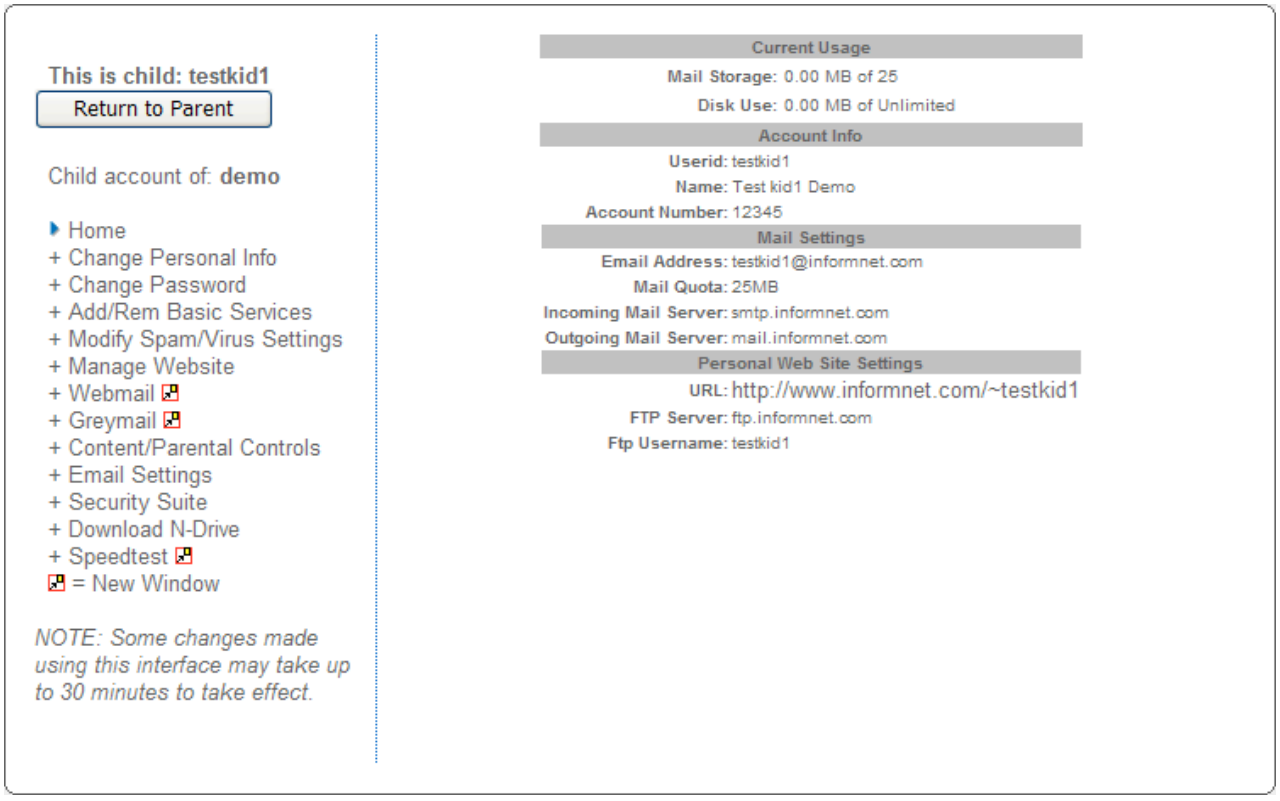
EUCP - Add / Edit child accounts

A child account is an additional email account associated with the main (parent) account. After a parent account is established, child accounts can be opened under that parent account via the EUCP link called **Add / Edit child accounts**. Child accounts typically have features available similar to parent accounts, but this may vary from one product offering (package) to another.

Contact Saddleback Communications Customer Service if you have questions or concerns about how to create child accounts and how many you can create at no additional charge. (Exceeding the number of child accounts allowed by your service provider may result in incremental charges.)

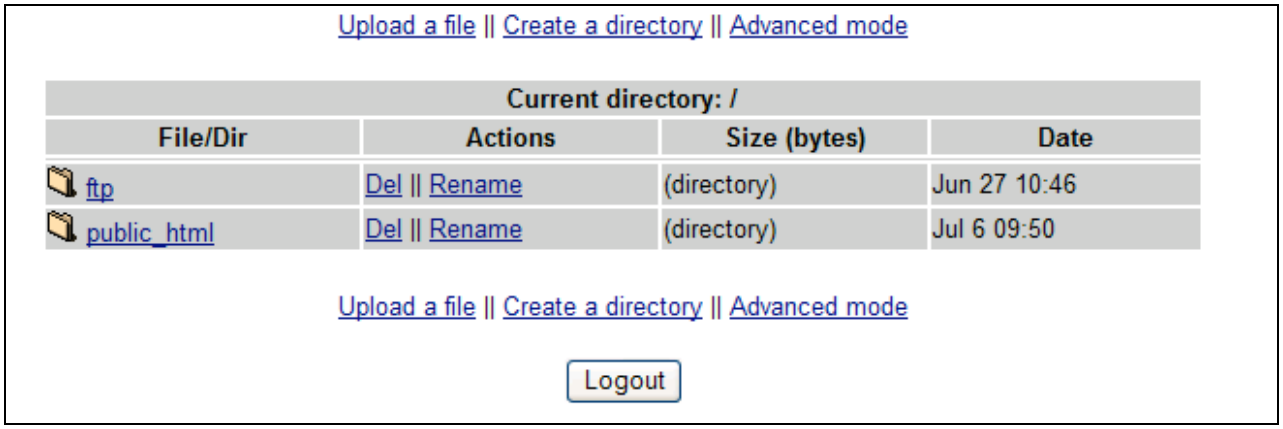


Child accounts are identified in the upper left hand corner of their EUCP Home page as a child account and as being associated with their parent account. Select **Return to Parent** tab to return to the parent account's EUCP home page. Child account features may vary or be limited from what is shown below, but typically have many attributes similar to the parent account.



EUCP - Manage Website

The **Manage Website** link will take you to the control panel shown below. Personal web space is a repository for you to store a website, documents, images, files or photos. This space is "write" accessible by you, the site owner, by using your Internet browser, Web Page Editor, or ftp (File Transfer Protocol) Application. It is also "read" accessible to the rest of the world by typing the web space URL (Uniform Resource Locator, also known as your web address) into their Internet browser. Your web space administration is password protected so your files will stay safe and secure and will only be available for others to view or copy by surfing to your URL. Uploads are limited to a file size of 20MB.



How do I put files into my web space?

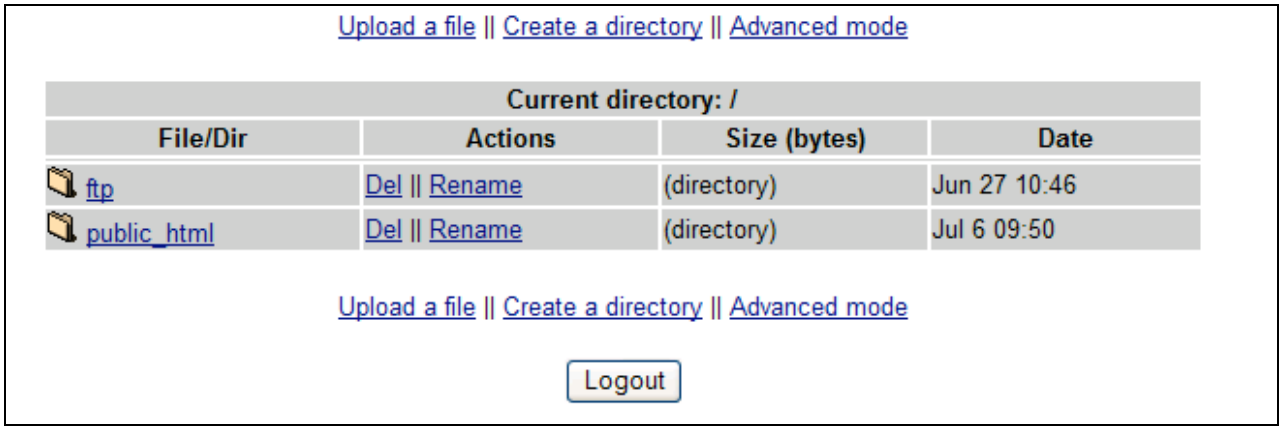
In order for files to become available from your personal web space, you must first put them there. The method of doing this is called "File Transfer Protocol" (ftp). FTP is the method of delivery, but you must have a way to use this method known as an ftp client. An ftp client is a software application that allows you to put files on the server (upload), and get files from the server (download). There are several types of clients that can be used, as mentioned below. When you select **Manage Website**, you see the one above.

What clients can I use to put files in my web space?

As mentioned before, there are several types of ftp clients. Programs such as "WsFTP" and "SmartFTP" are 100% ftp clients. This means that their only function is to put files on a server and get files from a server. These are great for people who are only storing files in their web space or are using a text editor (like Notepad or WordPad) to create web pages and then uploading them when they are done. Programs like "Dream Weaver" and "FrontPage" are webpage editors (also known as HTML editors) that, in addition to creating and editing web pages, also have a built-in ftp client. This is handy for creating many web pages and then uploading them quickly. And lastly, there is the web based software that you access from the **Manage Website** link. This ftp tool allows you to upload files from your Internet browser without the need for these third-party programs. Simply go to our ftp site, log in with your userid and password, choose the directory that you would like to put your files in and then upload. This site can also be reached using the **Manage Website** link in the End User Control Panel. See details below:

What steps do I take to use the web-based ftp tool?

1. Surf to http://webftp.saddlebackaz.net
2. Enter your userid and password.
3. Click the link of the folder you want to upload your files



The "public_html" folder is where you would place all of your webpage related files and images. "Username" is the portion of your email address in front of the "@" symbol, for instance bob@Info.com would have a username of "bob".

This public_html folder is accessible to the rest of the world by surfing to http://saddlebackaz.net/~username (be sure to put a "~" in front of your username.)

The ftp folder is accessible by anonymous ftp, which means a user can surf to ftp://ftp.saddlebackaz.net/username. (No Tilde ~ needed)

Once you are inside your desired folder, you are presented with three options:

- **Upload A File**: Allows you to put a file from your computer to your web space. There is an upload file size limit of 20MB.
- **Create A Directory**: Organize your web space by creating additional folders.
- **Advanced Mode**: View important information about your files and change permissions.

What are the addresses that I give to friends and family?

All addresses are composed of two things, the domain of your ISP and your userid.

Listed below is the format you would use to access these "sites".

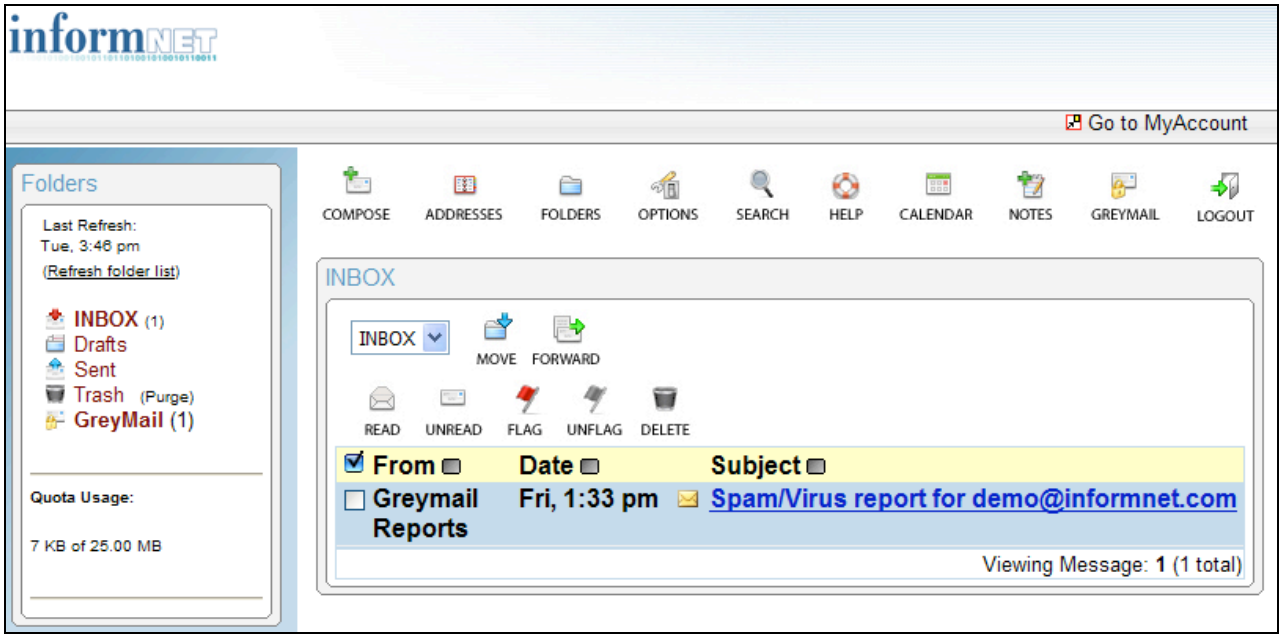
- I want to access my files directly from an Internet Browser using ftp:
  - ftp://ftp.saddlebackaz.net/username (no Tilde ~)
- I want my friends/family to see my webpage:
  - http://saddlebackaz.net/~username
- I made a folder called "images" in my public_html directory, how do I access it:
  - http://saddlebackaz.net/~username/images

EUCP - Webmail

The **Webmail** link on the EUCP takes you to your Webmail account. You can also access your Webmail account by browsing to http://webmail.saddlebackaz.net and logging in with your full email address and password.

Webmail allows you to access your email from the Web. You can create and send new messages, import or create contact lists, reply to or forward email, add audio and video messages to your email, or set up folders to file and store email on the server. See the section on Videomail for more information about how to insert audio and/or video messages into your email.

You can use the personal calendar, create notes and reminders, or access Greymail to check quarantined spam emails or emails containing viruses from the Greymail link. A link to the MyAccount Control Panel (EUCP) has also been provided. For more information on using Webmail, see the built in Help files. You may see references to SquirrelMail in the Help files. Your Webmail Interface is customized and is built to run in the SquirrelMail environment. (Third party software)



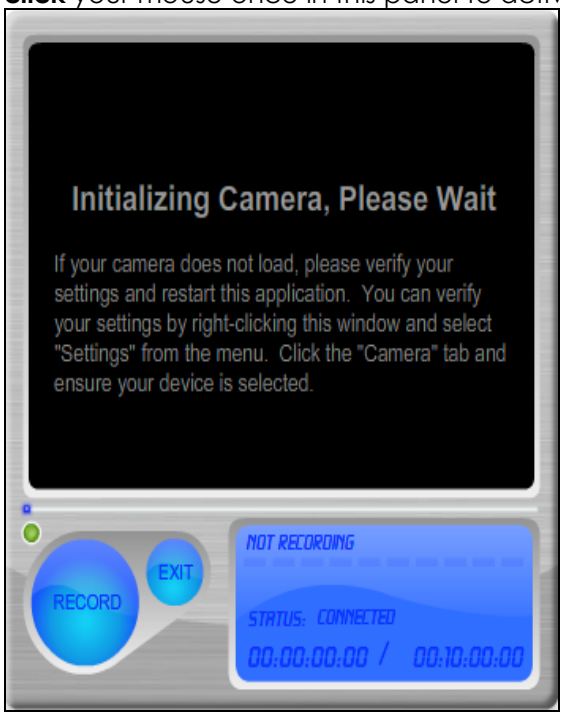
EUCP - Videomail

Now you can send an audio or video message just as easily as sending a text email. Videomail allows you to record audio and video content to a streaming server. A link is then automatically placed in the email that directs the recipient to a webpage to initiate the audio and/or video stream playback. Email inboxes are never overloaded by large audio or video file attachments because there are none! Audio and video messages simply "stream" across the Internet from streaming servers. A broadband connection is recommended for recording and playback. Use of dialup connection, wireless routers or other connectivity options may impact recording and playback quality.

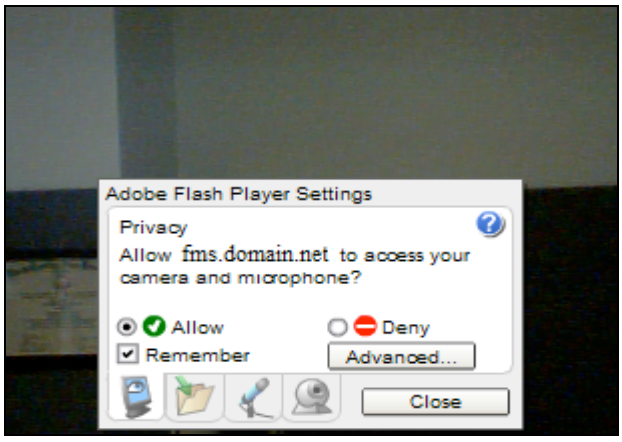
Videomail is supported on computers running Windows NT/2000/XP/Vista and MacIntosh OS X Operating systems. **Adobe FlashPlayer 9.0 (www.adobe.com) or later must be installed and Java Script must be enabled in your Web Browser options for recording and playback of audio and video files.** There may be additional charges for using this service and it may be necessary to contact Customer Service to enable this feature.

Videomail is made available to you via the Webmail Interface (see below). When composing a message in Webmail, you can record an audio or video message by selecting the **Add Video** button. A microphone and camera are required to record audio and video messages, respectively. It is possible to send audio only or video only messages if you do not have both a microphone and camera available. A portion of the Webmail interface is shown below:

Enter the Webmail interface in order to record Videomail. The first step is to create a new email with a recipient email address, a subject, and a body of text. Once the email is created, you can insert video messages into the email by selecting the **Add Video** button, launching the recorder window shown below. The first time you attempt to add video, you will be asked to review and accept an End User License Agreement. Once this agreement is accepted, the following screens may also appear. You may experience difficulties with video recording if you do not have the correct device driver associated with the built in or external camera. Follow the instructions in the panel on the left below to associate the correct driver with your camera hardware. You must **left click** your mouse once in this panel to activate the controls, then **right click** for the settings panel.


Initializing Camera, Please Wait
If your camera does not load, please verify your settings and restart this application. You can verify your settings by right-clicking this window and select "Settings" from the menu. Click the "Camera" tab and ensure your device is selected.
RECORD
EXIT
NOT RECORDING
STATUS: CONNECTED
00:00:00:00 / 00:10:00:00

The video recorder panel may ask for access to your camera and microphone as shown above on the right. The user may select **Allow** or **Deny** and can also right click on this panel to bring up the **settings** option and tell the application to remember to allow this access as shown below:



Click on the **Record** button to record a message; and click on the **Stop** button when you have finished recording. You will then be asked to **review** the video, **save** the video, or **start over** as shown below. If you click on the **save** button, then the recorder window will close and the link to the video will be placed in the email. **Start over** will discard and begin re-recording the video. If you select **Exit**, the recorder window will be closed and the video will not be saved.

What would you like to do next?
To review your recorded video clip, click "review". To save without reviewing, click "save". To erase your video clip and re-record, click "start over".
review
save
start over
WAITING
EXIT
NOT RECORDING
STATUS: NOT RECORDING
00:00:02:62 / 00:10:00:00

Performance Recommendations

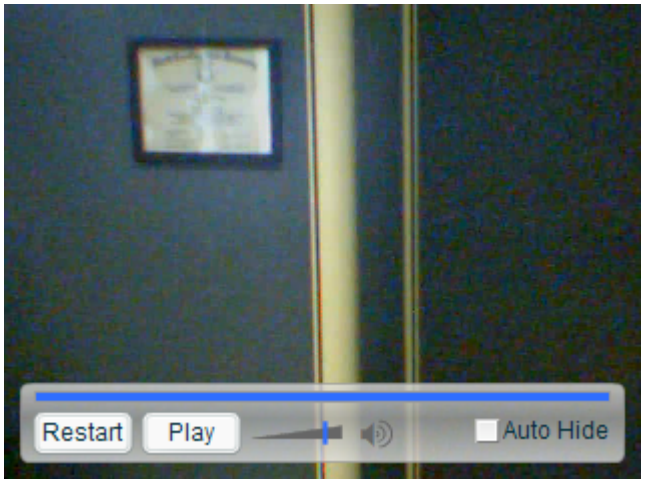
It is recommended that you have only one browser window open to minimize conflicts with the recorder. You should not be running the computer's CD player, MP3 player, or other audio or video software before starting the Video Mail recorder. If you have only a microphone (many PC's today have built-in microphones), the recording page will record an audio only message that can be reviewed or saved just like a video mail recording. You may need to click the mouse inside the Recorder and Playback panels once to activate the controls.

Depending on your connection to the Internet, you may experience problems transmitting or uploading messages. The items listed below could cause transmission problems.

- If using a modem, you should disable Call Waiting. If Call Waiting is NOT disabled, you may experience an error in sending if Call Waiting tones are received during transmission.
- If the Internet connection has been disconnected, this will cause an error while transmitting your message. This may occur due to inactivity with your Web browser.
- A valid email address in the **"To:"** field is required. You should not terminate your Internet connection until you receive a confirmation that your message has been sent or video links may not be properly sent to the recipient.

Receiving Videomail

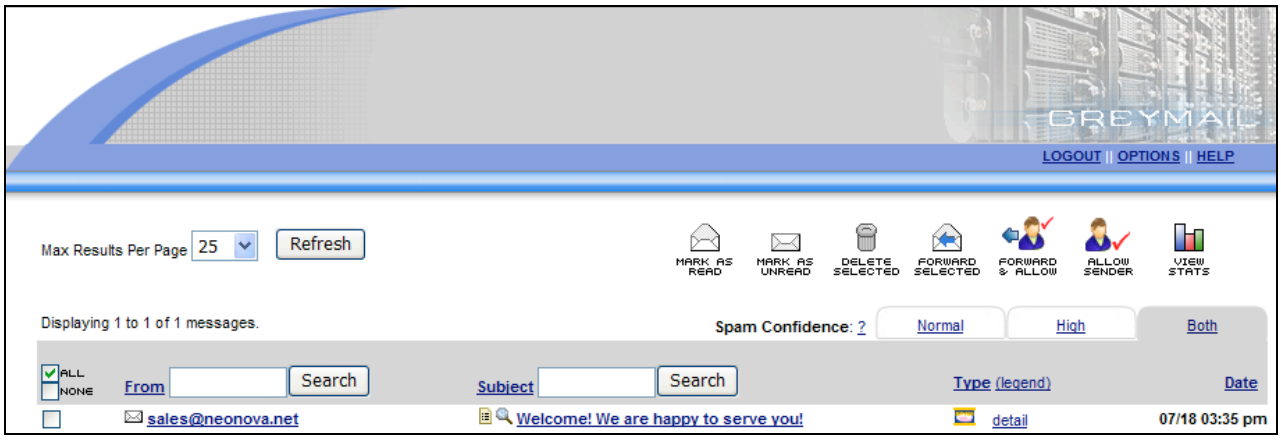
When others receive a Videomail, they will see a Web link URL similar to this: (http://fms.domain.vd...., where "domain" is your main domain name) embedded in the body of the email for playing back audio or video via their Web Browser. They either click on this link or copy and paste the link into their Web Browser and hit **Enter** to initiate the audio/video stream. There will be a brief delay while the computer gets ready and the message is sent across the Internet, then the playback window below will be displayed.



Users can control the volume setting, **Play/Pause** the playback, **Restart** the video or **Auto Hide** the menu in order to view the full video. By selecting the **Auto Hide** box and moving the cursor outside the window, this menu will hide and return when the cursor is returned within the window.

EUCP - Greymail

This link on the EUCP takes you to your Greymail account, where you will find emails determined to be spam and emails containing viruses. You may also access Greymail by browsing to http://greymail.saddlebackaz.net. The Greymail home page is shown below.



When you click on the **OPTIONS** link, you will see the advanced spam settings detailed in the Advanced Spam Settings section shown earlier in this manual. You can select Spam Confidence tabs to view messages below (**Normal**) your Spam Confidence setting, above (**High**) your setting or select **Both** to view all spam in Greymail, regardless of their spam score.

Please note the icons at the top right of the Greymail home page which are shown below. :

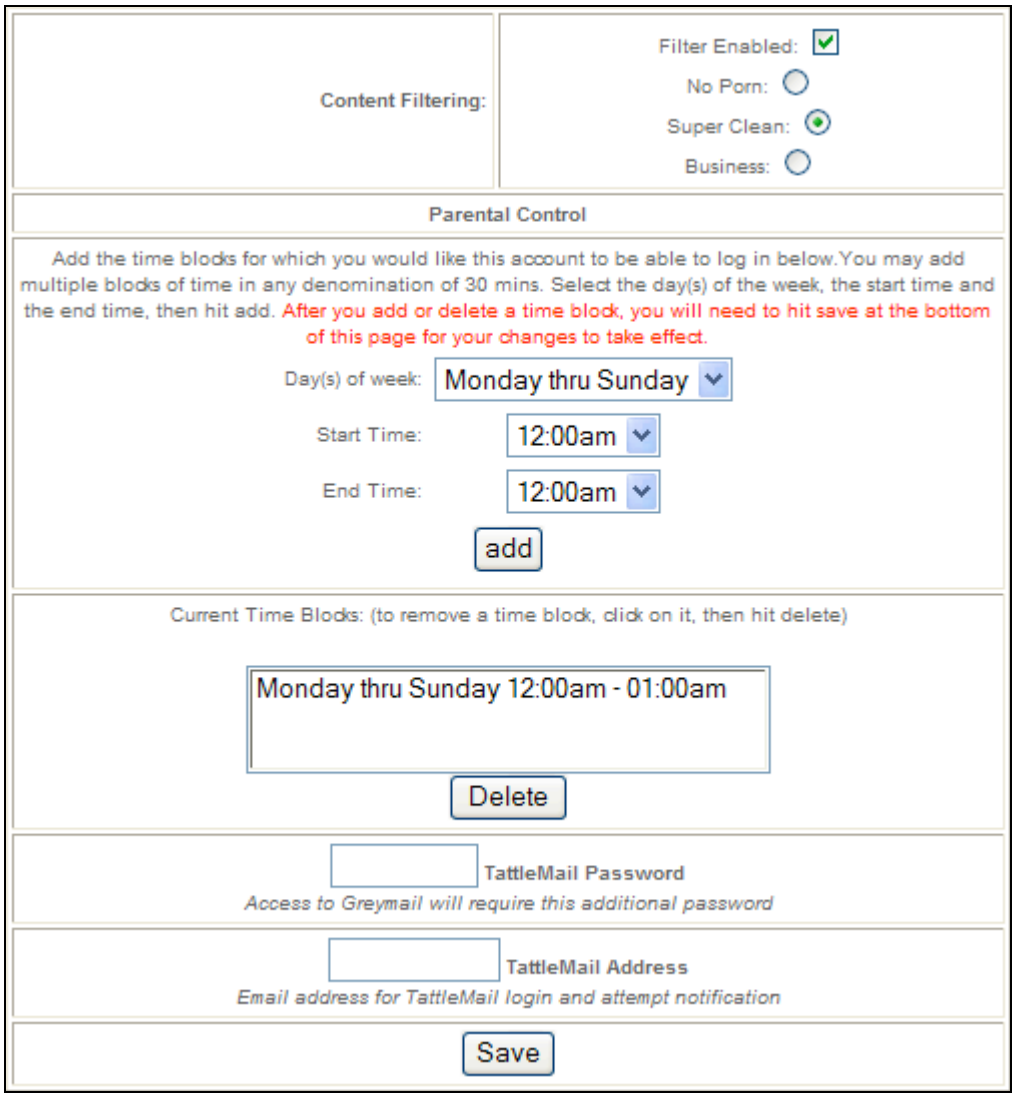
Tag messages by selecting the **tag box** to the left of the message. You can tag **All** or **None** using these boxes in the header. Selecting the icons above will then take actions as described below.

- **Mark as Read** - You have the ability to tag an email (click on the box to the left of the email and you will see a checkmark appear) and then click the **Mark as Read** icon and that email will now show that it has been read.
- **Mark as Unread** - You have the ability to tag an email and then click the **Mark as Unread** icon and that email will now show that it has never been opened.
- **Delete Selected** - This icon allows you to delete emails you have tagged.
- **Forward Selected** – Check the box to the left of any email you would like forwarded to your inbox then click this icon. The email will be forwarded to your inbox.
- **Forward and Allow** – This icon forwards the selected email(s) to your inbox and places the sender's email address on your Whitelist. You will be taken to the Greymail options page and must select the **Save** button under your Whitelist to save your changes.
- **Allow Sender** - If you tag an email in your Greymail and then click on the **Allow Sender** icon, this email address will be placed on your Whitelist. You will be taken to the Greymail options page and must select the **Save** button under your Whitelist to save your changes.
- **View Stats** - By clicking on the **View Stats** icon, you will be able to view your spam and virus statistics for the months you have had service.

EUCP - Content Filtering/Parental Controls/TattleMail

This section of the EUCP allows you to manage your Content Filtering, Parental Controls and TattleMail. See below for descriptions of the options available on this screen.

(Note: Content Filtering and Parental Controls, and may not be available to all users. These features require specific authentication methods in order to perform their function. Contact your service provider for further information.)


Content Filtering:
Filter Enabled:
No Porn:
Super Clean:
Business:
Parental Control
Add the time blocks for which you would like this account to be able to log in below.You may add multiple blocks of time in any denomination of 30 mins. Select the day(s) of the week, the start time and the end time, then hit add. After you add or delete a time block, you will need to hit save at the bottom of this page for your changes to take effect.
Day(s) of week:
Monday thru Sunday
Start Time:
12:00am
End Time:
12:00am
add
Current Time Blocks: (to remove a time block, click on it, then hit delete)
Monday thru Sunday 12:00am - 01:00am
Delete
TattleMail Password
Access to Greymail will require this additional password
TattleMail Address
Email address for TattleMail login and attempt notification
Save

In the screen shot above, you have the option to enable Content Filtering and choose which level of filtering you want. Your three choices are described below. You will not notice that Content Filtering is in effect until you try to reach a site that has been deemed unacceptable, in which case you will see an "Access Denied" screen similar to the one below.

Access Denied
We are sorry, but the site or resource you are trying to access has been blocked by your Internet Service Provider.
If you feel that this access denial is an error, please contact your Internet Service Provider to correct this issue.

If enabled, the content filter automatically activates upon logging in, using the selected filter:

- **No Porn:**
  No public proxies or pornography sites are allowed to be accessed
- **Super Clean:**
  No alcohol, Anarchy, Criminal Skills, Cults, Drugs, Gambling, Hate Groups, Obscene & Tasteless, Public Proxies, Pornography, or R-Rated sites are allowed to be accessed.
- **Business:**
  No Alcohol, Anarchy, Chat, Criminal Skills, Drugs, Employment, Financial, Gambling, Games, Hate Groups, Humor, Obscene & Tasteless, Public Proxies, Personals, Pornography, R- Rated, Shopping, Sports, Web Based Email, Web Based Newsgroups.

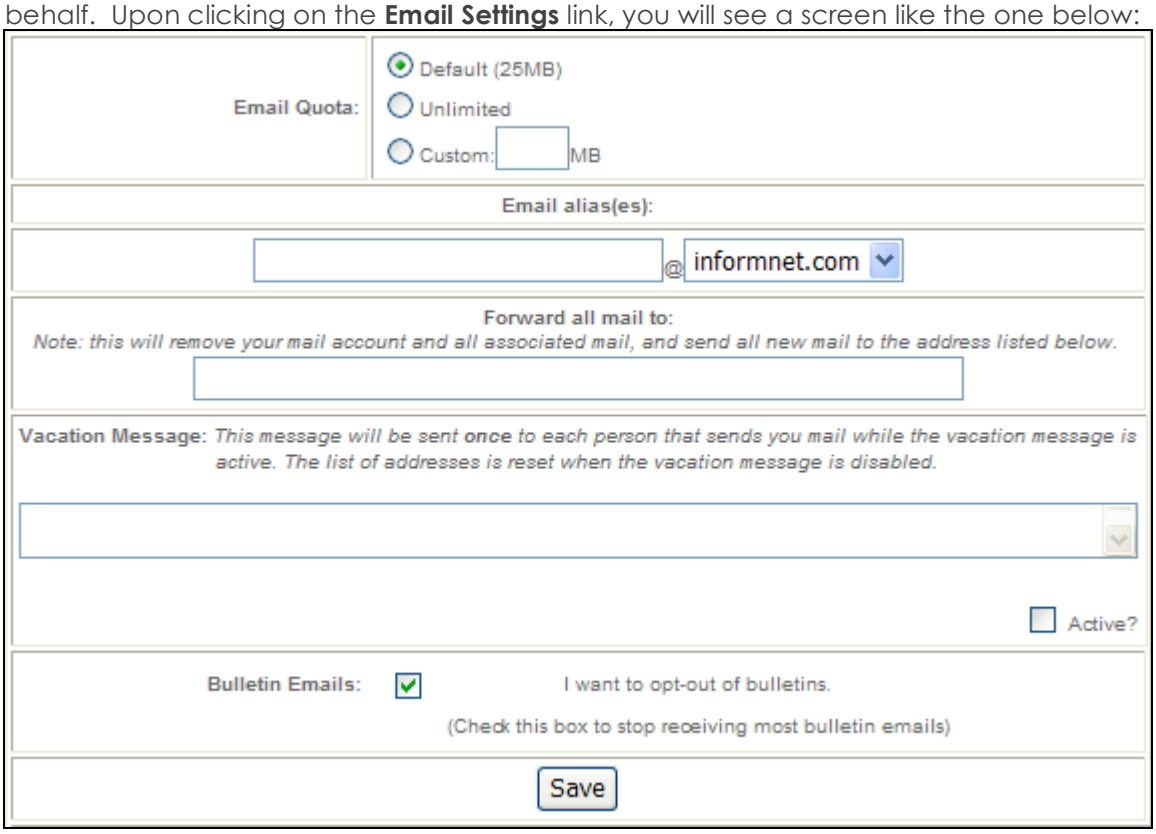
Once you have made your selections, you must click **Save** and your requests will be made within 30 minutes. You must logoff and re-enter the system for these changes to take effect, or they will take effect the next time you log in.

Under the section labeled "Parental Controls" above, you can add and delete time blocks for which you want an account to be able to access the Internet. You simply select the day(s) of the week, the start time and the end time, then hit **Add**. You will see your changes go into effect within 30 minutes. Again, you must logoff and re-enter the system for these changes to take effect, or they will take effect the next time you log in. (No entry allows access at any time.)

A password and an email address are options for Tattlemail on the screen shot above. Tattlemail is a mechanism that allows parents to be notified if their children or someone using their account is trying to access the contents of Greymail. Oftentimes, the nature of the spam emails in your Greymail can be unsuitable for children, and by providing an email address and password for Tattlemail, you will be able to make sure your children don't access Greymail and if they try, you will be notified via email to the address you specify. Setting a TattleMail password removes the Modify Spam/Virus Settings tab on the End User Control Panel. With a Tattlemail Password set, Spam/Virus settings can only be changed via the Greymail interface by selecting **Options**.

EUCP - Email Settings

In the Email Settings panel, you have the ability to change your email quota, set-up email aliases, email forwards, and vacation messages, as well as opt-out of bulletin emails. Saddleback Communications reserves the right to make these controls available to you or manage them on your behalf. Upon clicking on the **Email Settings** link, you will see a screen like the one below:


Email Quota:
Default (25MB)
Unlimited
Custom:
MB
Email alias(es):
@ informnet.com
Forward all mail to:
Note: this will remove your mail account and all associated mail, and send all new mail to the address listed below.
Vacation Message: This message will be sent once to each person that sends you mail while the vacation message is active. The list of addresses is reset when the vacation message is disabled.
Active?
Bulletin Emails:
I want to opt-out of bulletins.
(Check this box to stop receiving most bulletin emails)
Save

The Email Quota section above determines the amount of space you may use on the mail server. Once you have reached this amount, you will not be able to receive email until you delete old mail from the server. Increasing your mail storage may result in an increase in your monthly invoice. You may need to contact Customer Service to increase these limits, if available.

The Email Alias section above allows you to add up to 100 addresses for which email arrives at your one main account. For example, if your userid is "Bob" and you make an alias called "Jim", any mail sent to "Jim@domain.com" will be delivered to your "Bob@domain.com" account.

In the section labeled "Forward all mail to:" above, you can insert a new address for which you would like all email sent to your email address to be forwarded to. Your existing mail will be removed from the mail server, and all new mail will be redirected to the email address that you enter. Retrieve existing mail from the server before you enable this feature or it will be lost. To remove a forwarder or alias, simply delete it, then click on **Save**.

You can create a vacation message by inputting a message in the box and clicking **active.** Your vacation message will be sent once to each person that sends you email while the vacation message is active. Remember to select **Save** to implement changes to all panel settings.

EUCP - N-Drive Remote Network Storage

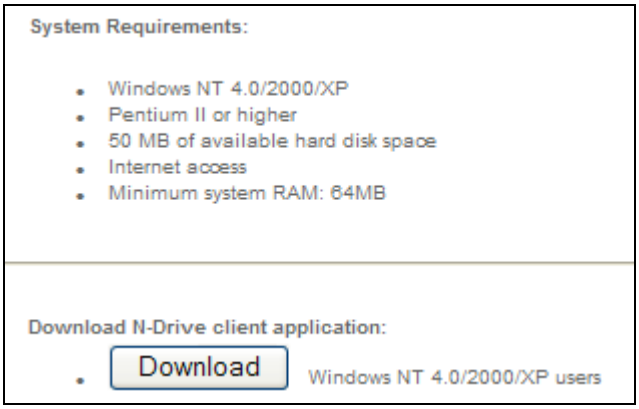
Storing critical files on the network reduces the risk or impact of malicious attacks, viruses, hardware problems, accidental deletion and lost or damaged equipment. N-Drive Remote Network Storage provides a safe and secure storage facility on a network server for storing text documents, photos, web pages, spreadsheets and other files. N-Drive combines the security of network storage with the convenience of a local drive. Once N-Drive is enabled, the network drive is accessible from within applications just like a local drive on your computer. N-Drive can also be accessed via the EUCP by selecting the **Manage N-Drive** button, providing ftp access to your N-Drive files similar to the **Manage Website** button. **Upload file size is limited to 20MB.**

You can drag and drop or copy files to or from the network drive server using Windows Explorer or using DOS commands or Save/Save-as commands within many applications. Searches can also be extended to network drives. Backups can be scheduled and run automatically using the File Transfer Manager, and full or incremental backups are supported. N-Drive makes using remote storage quick, easy, and reliable.

N-Drive allows users to securely transfer, store and access files, without having to learn a new application. FTPS using Secure Sockets Layer (SSL) is supported by N-Drive by creating an encrypted "tunnel" through which FTP transfers data. Secure FTP or SFTP is also supported by N-Drive and provides 128-bit encryption of all transmitted data. Server side support is required for both of these secure protocols. These capabilities are dependent upon Operating Systems, SSL certificates for domains as well as other factors and may not be available for all users. Contact Customer Service if you are interested in ensuring you have this capability.

Downloading the N-Drive Client

Selecting the **N-Drive** link on the End User Control Panel will display the System Requirements/Download page shown below. Selecting the **Download** link will begin the download process. Versions of Windows Operating systems not shown on the System Requirements page will not work with N-Drive. It is recommended that you upgrade to a supported Operating System in order to use this product. It is necessary to contact Customer Service to activate this product. Be sure and ask about a number of storage capacities that are available. This product may incur additional billing when used.



Installing the N-Drive Client

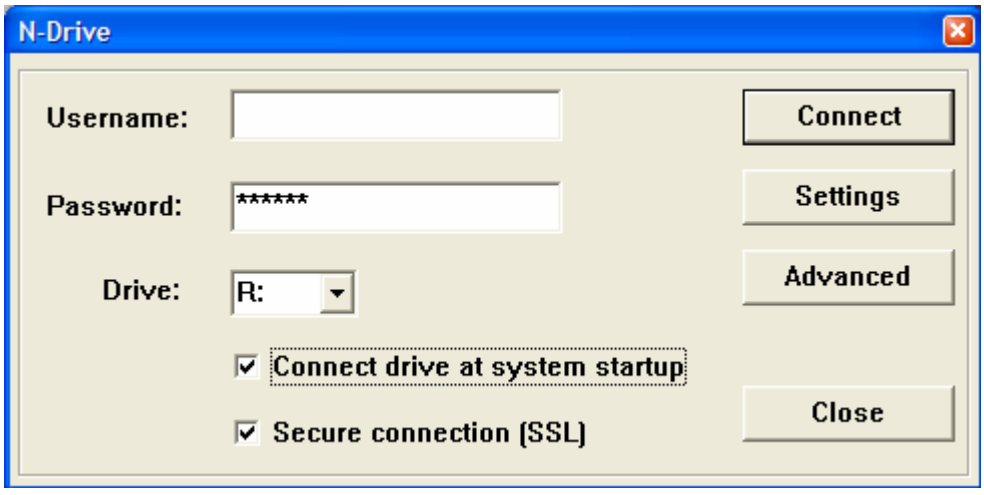
After selecting the **download** box, you will be asked if you want to run or save the installer application. Select **Run** or **Save.** If **Run** is selected, the installer will begin and open the Install Wizard. If **Save** is selected, the installer file will be downloaded to the location specified in the **Save As** dialog box. Once saved, locate the installer application and double click on it to begin the install process. The installer application is typically named setupXYZ.exe, where XYZ refers to the version of the Windows Operating system supported by the installer.

The Install Wizard will prompt you for the folder destination to install the N-Drive program files. You can browse to select the folder for the installation and then click on **Next** to install or click on **Cancel** to exit the Install Wizard. The Install Wizard will copy the program files to the destination folder and then install the program. A restart is required to activate the N-Drive application.

The Install Wizard will also create shortcuts in the Start Menu\All Programs\N-Drive folder for N-Drive and Uninstall N-Drive. Select the shortcut to run the program. The Uninstall shortcut is used to uninstall the program, should this be required.

Starting N-Drive

When the N-Drive program is initiated for the first time by selecting the program icon in the Start Menu Programs list, system tray, or double clicking the shortcut, the following screen is shown: (Your Userid will be displayed in the Username field.)



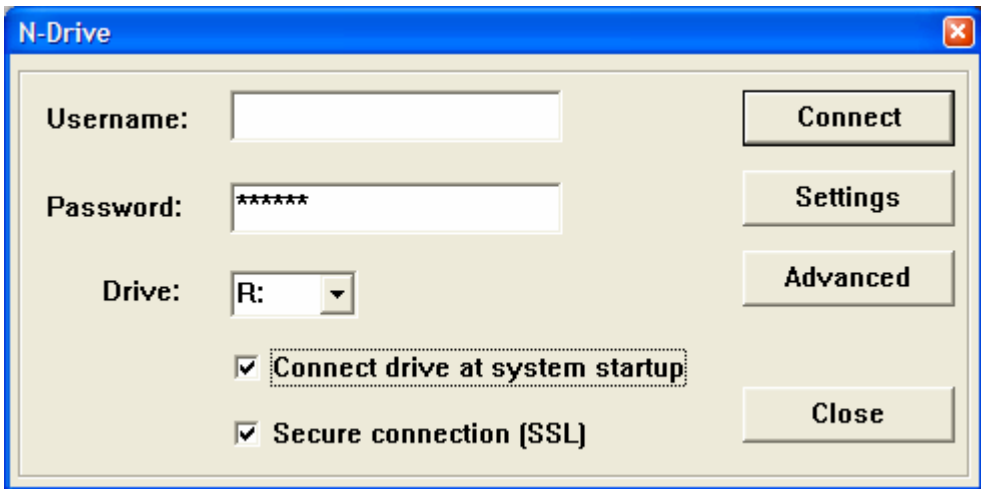
This screen serves several functions including as detailed below:

- Allow access to network storage functionality through your full email username and password. (This functionality must be activated by Customer Service.)
- Selecting the Drive letter associated with the network drive from the drop down menu (Typically, letters D thru Z can be assigned as the drive designator.)

- Selecting whether you want the drive to connect at system startup by clicking on this checkbox. This will connect the drive each time your system starts or restarts.
- Select whether you want SSL (Secure Sockets Layer) protocol used in file transfers by clicking on this checkbox (SSL availability requires Windows NT 4.0/2000/XP)
- Access to General settings for the network storage application by clicking on the **Settings** tab (It is recommended to leave these settings at their default values.)
- Access to Advanced settings for the network storage application by clicking on the **Advanced** tab (It is recommended to leave these settings at their default values.)
- When the username, password, and drive letter selections are complete, and choices are made for Connection at startup, SSL encryption, General, and Advanced Settings, click on **Connect** to connect the network drive and finish the initiation of the program.

Using N-Drive

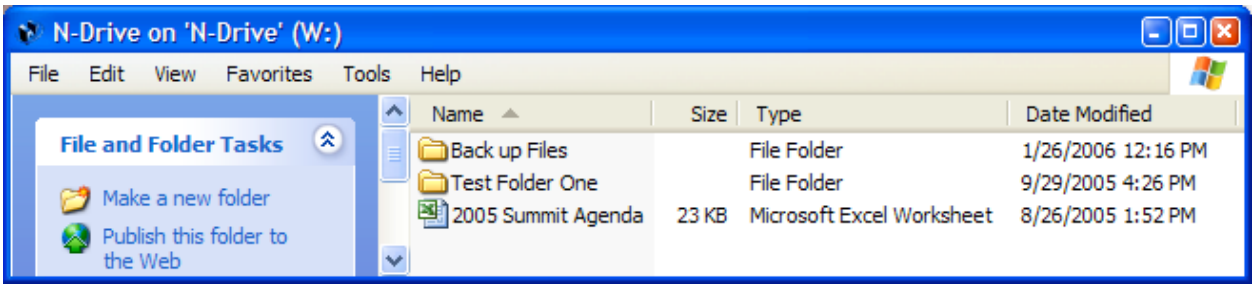
Once the program is initiated, a screen will be displayed showing the network drive with its designator is connected and available for use just like any other drive on the computer.



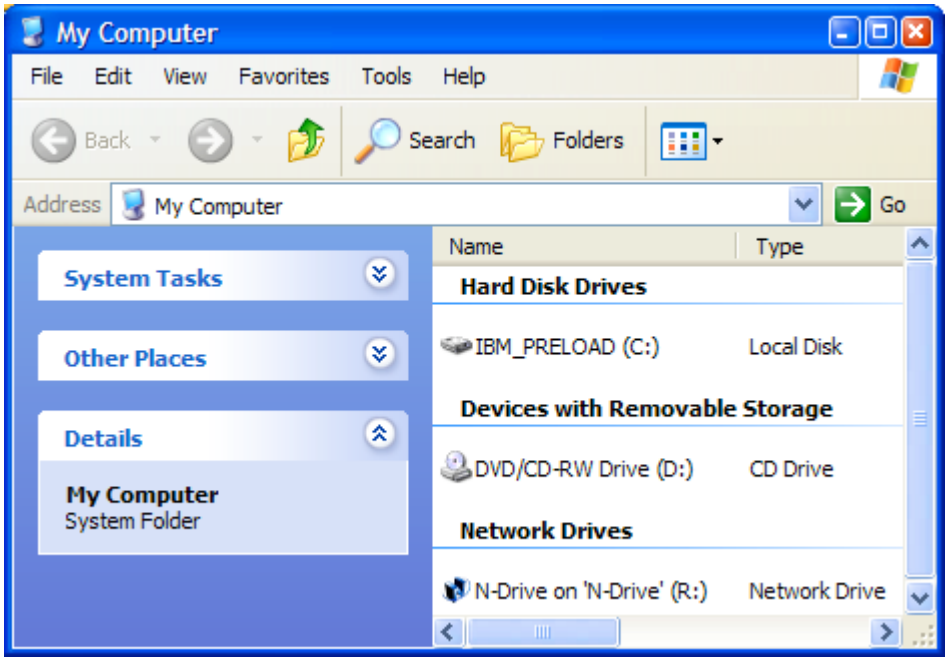
If users elect not to have the network drive connect on system start-up, they can connect the drive by selecting the **Start Menu, All Programs**, and the N-Drive program icon from the program list to connect the drive. The same starting network storage connection screen above will appear. The username and password will already be populated and should not be re-input unless a change is required (Your Userid will be displayed in the Username field.) The same selections are available for Connection at startup, SSL encryption, General, and Advanced settings. Click on **Connect** to connect the drive.

Alternatively, you can access your N-Drive files by selecting the **Manage N-Drive** link on the EUCP, similar to the **Manage Website** link. This link can provide ftp access to your N-Drive files remotely from the Web. See the Manage Website section above for details about using this interface. As mentioned previously, **upload file size is limited to 20MB.**

The network drive will appear in most Windows applications when users select a **Save As** function and can be chosen as the target drive for saving files or creating folders. The network drive is available for file and directory manipulation using DOS commands. The network drive is also available for most search applications and will display folders or files matching the search criteria.



The network drive will appear when the user selects **My Computer** to display other hard disk drives and devices with removable storage (Hard Drive/CD/DVD/Floppy drives**). Files and folders can be "dragged and dropped" onto the drive icon to create copies of these files and folders on the network drive.



** Note: (100GB free space for network storage is shown incorrectly in these screens and is a function of how the Windows Operating System interacts with network drives. Actual capacity will be determined by the network storage package/offering.

We hope you find this to be a safe, secure and convenient method of using network storage to reduce the risk of lost, deleted or damaged information.

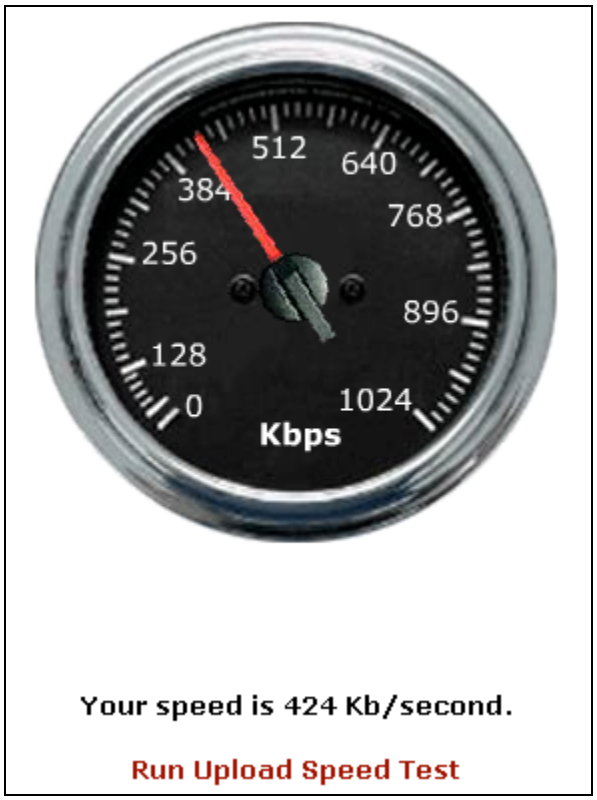
Contact Customer Service if you have additional questions.

Bandwidth Speed Test

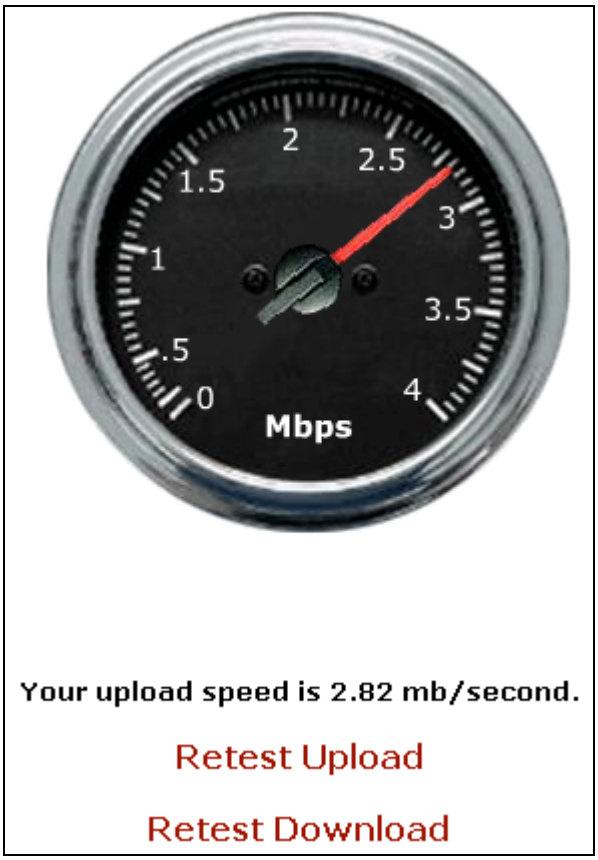
Ever wonder what kind of speed you are really getting? With Speed Test you can find out easily and quickly by running a test on your upload and download connection speeds. Here's how….

First enable **JavaScript** in your Web Browser settings. To access the speed test, you must visit the following website: http://speedtest.saddlebackaz.net, or click the **Speedtest** link on the EUCP.

You must enter in your email address and click on **Go!** You will then be told that your connection is being tested and to please wait while the revving speedometer is displayed. Once the test is complete you will see the following screen where your speed is displayed…



If you'd like to see your upload speed, click on **Run Upload Speed Test** at the bottom of the previous page. Your speed will then be tested and displayed to you and you will also have the option of running the tests again by clicking on either **Retest Upload** or **Retest Download**.



Additional Resources

Log in to saddlebackaz.net for further information regarding your email and Internet services.

You can contact our Customer Service department at 480-362-7150 or 800-611-9753.

For technical support questions regarding your email or Internet services, contact our DSL Technical Support at 480-362-7150 or 800-611-9753.

Userid and Password Attributes

The following attributes represent the acceptable parameters for Userid's and passwords.

Userid's

Userid's must be **at least 2, but not more than 20 characters in length**. **(No spaces)**
Userid's may only contain the following characters:
Letters A thru Z,
Digits 0-9
Underscore (_)
Dash (-)
Period or Dot (.),
Userid's may not begin or end with dot, dash or underscore.

Upper and lower case Userid's will be accepted, but any uppercase characters will converted to lowercase automatically. Many email systems only accept lower case email addresses or convert them to lower case. (Since our systems use the email address as the userid, this convention ensures that Bob@domain.com and bob@domain.com do not get each others email.)

Passwords

Passwords must be at least 2 but no more than 16 charters in length. (No spaces)
Passwords are case sensitive. Case matching will be enforced for passwords.
Passwords may only contain the following characters:
Letters A thru Z,
Digits 0-9
Underscore (_)
Dash (-)
Period or Dot (.),
Passwords may not begin or end with dot, dash or underscore.